

Q#	Document/Section #	Paragraph	Page #	Text of passage being questioned	Bidder Question	State/DHSS Response
1	Attachment B, Section 4.1 Staffing	4.1.1	19	The Leadership and key contractor staff are required to be on-site at the DMS facilities in New Castle, Delaware.	Please provide additional guidance on what the State considers Key Contractor staff.	Key Vendor staff positions are defined as Operation or Maintenance Leadership positions, or any position that requires regular direct interaction with State Staff.
2	Attachment B, Section 3.1 Staffing Roles	3.1 pp. 8	10	The Enterprise Operations component provides operational functions including but not limited to scheduling, schedule monitoring, level 0 and level 1 prod support, file transmission management, output services vendor (DTI) management, SLA compliance reporting, problem management, third party software contract and relationship management, operational metrics, and training.	What is the scope of these enterprise operational functions? Is the scope limited to the described ASSIST platform applications, or is a broader scope required.	No, the scope is not limited to ASSIST applications. The Scope is DHSS-Wide.
3	Attachment B, Section 4 Contractor Responsibilities/ Project Requirements	Table: Core Maintenance, Test, and Operations Functions to be provided:	13,14,15	Table entries for Production Operations, Batch Scheduling , Batch Scheduling Support , File Distribution Support , Administrative Operations Support	What is the scope of these enterprise operational functions? Is the scope limited to the described ASSIST platform applications, or is a broader scope required.	No, the scope is not limited to ASSIST applications. The Scope is DHSS- Wide.
4	Attachment B, 1.2		1		Background and Purpose: I understood that DHSS already had a client facing web portal, ASSIST, however this states that at the end of the modernization effort the citizens and community partners will be able to screen for eligibility and apply for benefits online. Did you modernize the client facing web portal?	The self service portal underwent modernization early in the project to align with the CMS single streamlined application. Most of the modernization efforts and enhancements being made for the June 2016 release are technology updates and are worker facing.
5	Attachment B, 1.2		1		Background and Purpose: In the third paragraph ASSIST is referred to as having subsystems Worker Web, Worker Web self service, ARMS, POC and MCI, however, this is inconsistent with verbiage later in the RFP. Can you clarify if these are separate applications or subsystems?	ASSIST is a platform which is comprised of 5 interfacing applications, Worker Web, Worker Web Self Service, ARMS Forces, POC and MCI
6	Attachment B, 2.4.2		6		Worker Web: Post Eligibility is described as where workers can view budget screens and able to update results, however, in other eligibility systems this is part of the eligibility subsystem Can you elaborate on how your system works regarding this item?	This was categorized incorrectly. Budget screens and the ability to update results is in the eligibility subsystem
7	Attachment B, 2.4.2		6		Worker Web: Caseload Management talks about caseloads and workloads. Can you differentiate between the two?	Caseload management owns the relationship between the individual case to the caseload which contains many cases. It also owns alerts which is part of workload management.
8	Attachment B, 2.4.2		6		Worker Web: Child Care functions seems to be in conflict with the POC system Please differentiate between the two.	POC owns Child Care provider and site information and interfaces with Worker Web to make this information available. The child care authorizations are part of the post eligibility subsystem in Worker Web. The child care subsystem in Worker Web contains site and contractor information for worker reference and correct transaction functions.
9	Attachment B, 2.4.2		7		Worker Web: ASSIST main function seems to overlap with the Worker Dashboard. Can you differentiate between how work is managed between the two areas?	ASSIST mainly functions as a repository for all applications received via ASSIST self service portal, which includes marketplace applications received from the Federally Facilitated Marketplace. The worker dashboard is the landing page in worker web for those staff who manage their cases and caseloads through the dashboard. It also serves as a management tool for supervisors as it provides insight into work items assigned to their staff.
10	Attachment B, 4		16		Technology Stack Platform Component Matrix: I do not see how Client Self Service business rules are supported. Can you provide more information?	Corticon is the rules engine for all ASSIST platform applications.
11	Attachment B, 1.2		3	1 "The ASSIST system under the scope of this RFP is a large complex integrated set of eligibility determination, benefit calculation, and benefit issuance subsystems and infrastructure. It is comprised of the ASSIST subsystem Worker Web, and Worker Web Self Service, the Audit Recovery Management System (ARMS) Forces subsystem, the Purchase of Care (POC) subsystem, and the Master Client Index (MCI) subsystem. The enterprise infrastructure components include the State Data Services Hub, the IAM (Identity Access Management) Security Infrastructure, and other supporting production, training, test and development SDLC infrastructure products."	Is the system that has been put in place and Commercial Off the shelf "COTS" system or a custom built system?	ASSIST was a transfer of another State's custom built system. After the transfer it was customized for Delaware. The ASSIST Platform and its applications are a custom built set of applications built on an infrastructure of a common 3rd party product technology stack.
12	Attachment B, 1.2		3	1 Same as above	Was the project team that built ASSIST a combination of State Employees and contractor?	Yes. The Application was built by a contractor. The project was managed by State employees and augmented with State Technology and Business Subject Matter Experts, as well as independent vendors for Program and Project oversight.
13	Attachment B, 1.2		6	2 " Under this intended procurement, the Contractor will plan, organize, and oversee the transition of the system from the current Contractor, including the integration of State M&O staff into the organizational structure proposed by the vendor."	Who is the current contractor that built ASSIST?	Deloitte Consulting LLP

14	Attachment B, 1.2	6	2	Same as above	And are they bidding on this Maintenance and Operations Support RFP or are they precluded from participating in this support RFP?	Deloitte Consulting LLP is not precluded from bidding.
15	Attachment B, 4.4	5	22	"All components of the ASSIST system, including third party software and hardware, will be required to continue to adhere to the policies and standards described above, as modified from time to time during the term of the contract resulting from this RFP, including any links or documents found at the above referenced web sites."	Can we assume any changes to the State policies/standards that put the ASSIST system out of compliance will create a situation where a change request (work order) can be used to modify the ASSIST system?	Changes required to bring the system into compliance due to changes in State, Departmental, Federal, or Regulatory changes are within scope of the engagement. They will be managed through a Maintenance Request process. If by Change Order, you meant to the contract itself, then No, these type of changes are consider business as usual M&O changes. See also question/response #96 for very large changes that exceed the capacity of the joint team.
16	Attachment B, 4.8.3.1	1	26	"The Contractor shall provide a high level Phase-In / Transition Plan at the Kick-off Meeting. The Contractor shall work with the existing vendor (incumbent) to establish a joint transition management team capable of providing overall management and logistical support of all transition activities to be effectively and efficiently administered."	Is the current contractor (vendor) prohibited from bidding on this support RFP?	No. The current contractor is not prohibited from bidding on this support RFP.
17	Attachment B, 4.8.3.1	1	26	Same as above	Is this a support renewal RFP or is the ASSIST system just now moving into a support phase?	The ASSIST Platform went onto production in the fall of 2013. A Major Modernization Release 3.0 went into production Nov 6, 2015. The System is currently under M&O Support as well as under warranty support.
18	Attachment B, 4.8.3.1	1	26	Same as above	Does the State have any concern with having the current vendor to continue to provide M&O support for Assist?	Due to volume of questions, responses will be posted by January 11, 2016.
19	Section Number: 1.2 Background and Purpose	Paragraph Number: 2	Page Number: 1	Text of Passage being questioned: "The final phase of that modernization is scheduled to be implemented by 6/30/16"	Question: Will new software or any other new technology be introduced in the final phase that is not already listed in this document. If so, what is the new technology or software?	Due to volume of questions, responses will be posted by January 11, 2016.
20	Section Number: 1.2	Paragraph Number: 3	Page Number: 1	Text of Passage being questioned: 'The ASSIST system under the scope of this RFP is... comprised of...and other supporting production, training, test and development SDLC infrastructure products.'	Question: Do the 'other supporting production, training, test and development SDLC infrastructure products' include anything not specifically listed as in scope elsewhere in the RFP, i.e., in the list of major components?	Due to volume of questions, responses will be posted by January 11, 2016.
21	Section Number: 2 DHSS Program and System Overview	Paragraph Number: 2.3	Page Number: 3	Text of Passage being questioned: These three groups will be responsible for the quality and timeliness of all services and SLA compliance, and the review and approval of all invoices and milestone payments.	Question: Are there established SLAs in place today and can we obtain copies of the SLAs? How are metrics captured? How often are metrics reported? Who reviews the SLA reports? What tool or tools are used to capture, track and report metrics?	Due to volume of questions, responses will be posted by January 11, 2016.
22	Section Number: 2.4 Platform Environment	Paragraph Number: 1	Page Number: 4	Text of Passage being questioned: "DHSS .Net Framework"	Question: What version of the .Net Framework is DHSS using for the ASSIST Platform?	Due to volume of questions, responses will be posted by January 11, 2016.
23	Section Number: 2.4	Paragraph Number: 3	Page Number: 4	Text of Passage being questioned: "The following paragraphs provide an overview of the six primary functional components of the ASSIST platform: Self Service- Worker Web- Purchase of Care- ARMS Forces- Master Client Index (MCI) /State Data Services Hub- State Data Services Hub"	Can we get the approximate number of users for each of these functional components?	Due to volume of questions, responses will be posted by January 11, 2016.
24	Same as above	Same as above	Same as above	Same as above	What is the backlog of future functional enhancements for these components?o Is there an estimated 'size' to this workload (measured in man-months of effort or some similar metric)?o How many are there (raw number)?	Due to volume of questions, responses will be posted by January 11, 2016.
25	Same as above	Same as above	Same as above	Same as above	How many people of the current Contractor staff are assigned to each of these six primary functional components?	Due to volume of questions, responses will be posted by January 11, 2016.
26	Same as above	Same as above	Same as above	Same as above	What are the operational Service Levels in place today for each of the six primary functional components?o If there are not any in place today, are there plans to implement Service Levels for these components?	Due to volume of questions, responses will be posted by January 11, 2016.
27	Same as above	Same as above	Same as above	Same as above	What metrics are in place to day to assist with workload management, client satisfaction, client communications for these six primary components?	Due to volume of questions, responses will be posted by January 11, 2016.
28	Section Number: 2.4.2 Worker Web	Paragraph Number: 15	Page Number: 11	Text of Passage being questioned: "Reports: This subsystem generates canned operational and management reporting. These reports are produced on a scheduled basis (daily, weekly, monthly, quarterly and annually) and are used to meet the state and federal reporting requirements."	Question: How many types of reports are there for each category (daily, weekly, monthly, quarterly, and annually). How many are canned system reports? How many are user-generated? How many are ad hoc reports requiring IT Support and assistance to be generated? Is there a backlog of reports that are still to be developed? If so, how many?	Due to volume of questions, responses will be posted by January 11, 2016.
29	Section Number: 3	Paragraph Number: 1	Page Number: 11	Text of Passage being questioned: 'There is an emphasis on the limitation of State staffing levels for this engagement and their role in the maintenance and operations process.'	Do the state teams remain intact through the term of the proposed contract & is the intent that they retain current responsibilities?	Due to volume of questions, responses will be posted by January 11, 2016.
30	Section Number: 3.1	Paragraph Number: 3	Page Number: 11	Text of Passage being questioned: 'The complete ASSIST organization is composed of State staff and vendor staff provisioned under this contract.'	1. Is there a RACI matrix and workflow diagram(s) that delineates responsibilities and interactions of state & current vendor teams available?	Due to volume of questions, responses will be posted by January 11, 2016.
31	Same as above	Same as above	Same as above	Same as above	2. What is the composition of the existing vendor team and their skillset traceability matrix?	Due to volume of questions, responses will be posted by January 11, 2016.

32	Section Number: 3.1 Staffing Roles	Paragraph Number: 4	Page Number: 11	Text of Passage being questioned: The State's part of the ASSIST organization consists of the following approx. 40 dedicated positions. There are a number of questions here:	Question: What is the skill mix of the current team members?	Due to volume of questions, responses will be posted by January 11, 2016.
33	Same as above	Same as above	Same as above	Same as above	Question: Are the 40 positions listed the roles that the vendor is being asked to fill?	Due to volume of questions, responses will be posted by January 11, 2016.
34	Same as above	Same as above	Same as above	Same as above	Question: Are separate Technical Environments maintained for Development, Testing, and QA?	Due to volume of questions, responses will be posted by January 11, 2016.
35	Same as above	Same as above	Same as above	Same as above	What does the current combined State and vendor DDI project organization chart look like?	Due to volume of questions, responses will be posted by January 11, 2016.
36	Same as above	Same as above	Same as above	Same as above	Can we see a list of roles and responsibilities of the current combined State and vendor DDI project organization?	Due to volume of questions, responses will be posted by January 11, 2016.
37	Same as above	Same as above	Same as above	Same as above	Will the State 40 person ASSIST team stay in place for the next 3 years?	Due to volume of questions, responses will be posted by January 11, 2016.
38	Same as above	Same as above	Same as above	Same as above	Can we get a list of the solutions / tools that the State Application Support Team has worked on during the DDI effort?	Due to volume of questions, responses will be posted by January 11, 2016.
39	Same as above	Same as above	Same as above	Same as above	Can we get a list of the solutions / tools that the State Application Support Team plans to work on before 7/1/2016?	Due to volume of questions, responses will be posted by January 11, 2016.
40	Same as above	Same as above	Same as above	Same as above	Will the State developers provide all the new project support and the vendor developers provide all the maintenance support for the solution over the next 3 years?	Due to volume of questions, responses will be posted by January 11, 2016.
41	Same as above	Same as above	Same as above	Same as above	Is there a matrix (or something similar) that maps these 40 resources to the six primary functional components? How many state employees are assigned to each of the six primary functional areas?	Due to volume of questions, responses will be posted by January 11, 2016.
42	Same as above	Same as above	Same as above	Same as above	Are there any contractors as part of these approximately 40 positions?	Due to volume of questions, responses will be posted by January 11, 2016.
43	Section Number: 3.3	Paragraph Number: 1	Page Number: 12	Text of Passage being questioned: 'Production systems are taken down earlier on specific monthly dates to accommodate particularly heavy batch schedules.'	Are these windows of system unavailability regularly defined; if so what are they and how are they communicated to the user community?	Due to volume of questions, responses will be posted by January 11, 2016.
44	Same as above	Same as above	Same as above	Same as above	COROLLARY QUESTION - Are there peak periods of user support demand?	Due to volume of questions, responses will be posted by January 11, 2016.
45	Section Number: 4 Contractor Responsibilities/Proj ect Requirements	Paragraph Number: Core Maintenance, Test, and Operations Functions to be provided	Page Number: 13	Text of Passage being questioned: SOFTWARE FIXES: Prioritized software defect fix changes bundled into planned maintenance bundles for design, development, testing, and deployment, including updates to system documentation.	Question: What tool(s) is/are used to capture and track change requests and enhancements? Are there SLA goals for response times? Can we access the current SLAs and performance reports? How are updates provided to the user community?	Due to volume of questions, responses will be posted by January 11, 2016.
46	Same as above	Same as above	Same as above	Same as above	Question: Is there a defined criteria for setting the priority of a request. Who makes the final determination as to the priority of a request? Are escalation procedures documented and consistently used by all stakeholders?	Due to volume of questions, responses will be posted by January 11, 2016.
47	Section Number: 4 Contractor Responsibilities/Proj ect Requirements	Paragraph Number: 1	Page Number: 13	Text of Passage being questioned: 'Software Enhancements' in 'Core Maintenance, Test, and Operations Functions' table - 'These items are included into planned maintenance release bundles and include updates to system documentation.'	What is the regular planned release schedule for the ASSIST suite; is it inclusive of all components or is there a separate schedule for each?	Due to volume of questions, responses will be posted by January 11, 2016.
48	Same as above	Same as above	Same as above	Same as above	Are any of the systems or tools listed scheduled for upgrade in the next 12 months?	Due to volume of questions, responses will be posted by January 11, 2016.
49	Section Number: 4	Paragraph Number: 6 – Help Desk Liaison – Ticket Resolution	Page Number: 13	Text of Passage being questioned: "Six (6) full time equivalent (FTE) Help Desk support resources."	Question: The six full time equivalent FTEs – is this the size of the current state team supporting the Help Desk? Is this the size of the current Contractor team supporting the Help Desk? Or, is this the size of the team that DHSS is expecting the new vendor to provide?	Due to volume of questions, responses will be posted by January 11, 2016.
50	Section Number: 4	Paragraph Number: 6 – Help Desk Liaison – Ticket Resolution	Page Number: 13	Text of Passage being questioned: "Assist Worker Web Help desk calls by type between 10/01/2014 and 10/23/2015:- General = 5220 General describes calls from the user community related to application operation related to individual cases- Password Resets = 4670 Password resets related to the application server- Problem Delaying Benefits = 107 Critical tickets that can affect the timely payment of benefits to the client- System Error = 4327 System errors are issues typically identified by developers and application managers that affect overall performance of the system"	Question: The items above represent the volume of contacts for the Assist Worker Web primary functional component. Can we get the same metrics for the other five (5) primary functional components?	Due to volume of questions, responses will be posted by January 11, 2016.
51	Section Number: 4	Paragraph Number: 1	Page Number: 13	Text of Passage being questioned: 'Help Desk Liaison – Ticket Resolution' in 'Core Maintenance, Test, and Operations Functions' table: 'Provide support to end user help desks, field, and others to research application related queries and provide clarifications and support where technical intervention is required.'	1. What front end tool is currently used for problem/workload management & is the expectation that this will be the tool that the new vendor team will continue to use?	Due to volume of questions, responses will be posted by January 11, 2016.

52	Same as above	Same as above	Same as above	Same as above	2. Is there additional problem ticket history beyond what shown in the chart available?	Due to volume of questions, responses will be posted by January 11, 2016.
53	Section Number: 4	Paragraph Number: 1	Page Number: 14	Text of Passage being questioned: General questions in reference to the 'Core Maintenance, Test, and Operations Functions' table:	1. What is your current work breakdown – break/fix vs project vs maintenance vs upgrades/patches?	Due to volume of questions, responses will be posted by January 11, 2016.
54	Same as above	Same as above	Same as above	Same as above	2. Can you breakdown the work associated with the technologies described in the RFP?	Due to volume of questions, responses will be posted by January 11, 2016.
55	Same as above	Same as above	Same as above	Same as above	3. What is the backlog for each component?	Due to volume of questions, responses will be posted by January 11, 2016.
56	Section Number: 4 Contractor Responsibilities/Project Requirements	Paragraph Number: Core Maintenance, Test, and Operations Functions to be provided	Page Number: 14	Text of Passage being questioned: Ad Hoc Queries and Information Management – Operational support and diagnostic support of data related issues, and ad-hoc extract/reports to support Governmental agency needs	Question: What is the volume of Ad Hoc Queries? Weekly? Monthly?	Due to volume of questions, responses will be posted by January 11, 2016.
57	Section Number: 4 Contractor Responsibilities/Project Requirements	Paragraph Number: Core Maintenance, Test, and Operations Functions to be provided	Page Number: 14	Text of Passage being questioned: Production Operations, Batch Scheduling. - The function shall include development and maintenance of operational documentation.	Question: What is the extent of documentation available both User and Technical? How current is the existing documentation? Can we be provided copies of the documentation?	Due to volume of questions, responses will be posted by January 11, 2016.
58	Section Number: 4 Contractor Responsibilities/Project Requirements	Paragraph Number: Core Maintenance, Test, and Operations Functions to be provided	Page Number: 14	Text of Passage being questioned: Production Operations, Batch Scheduling. - Team will provide Operational Alert monitoring he function shall include development and maintenance of operational documentation.	Question: What is the current Backlog of work by application area?	Due to volume of questions, responses will be posted by January 11, 2016.
59	Section Number: 4 Contractor Responsibilities/Project Requirements	Paragraph Number: Core Maintenance, Test, and Operations Functions to be provided	Page Number: 14	Text of Passage being questioned: Production Operations, Batch Scheduling. - Team will provide Operational Alert monitoring he function shall include development and maintenance of operational documentation.	Question: What are the number of fixes that have been requested in the last six months? What are the number of enhancements requested in the last six months? What is the number of off-hour events that have occurred in the last six months?	Due to volume of questions, responses will be posted by January 11, 2016.
60	Section Number: 4 Contractor Responsibilities/Project Requirements	Paragraph Number: Core Maintenance, Test, and Operations Functions to be provided	Page Number: 14	Text of Passage being questioned: Production Operations, Batch Scheduling. - Team will provide Operational Alert monitoring he function shall include development and maintenance of operational documentation.	Question: What is the average length of time that is required to resolve an enhancement? What is the average length of time that is required to resolve a fix?	Due to volume of questions, responses will be posted by January 11, 2016.
61	Section Number: 4	Paragraph Number: 2	Page Number: 15	Text of Passage being questioned: "Technology Stack Platform Component Matrix"	Does the current system meet all State standards? If not can we see a list of the exceptions?	Due to volume of questions, responses will be posted by January 11, 2016.
62	Same as above	Same as above	Same as above	Same as above	Are all versions of the tools list on the current versions or -1 versions?	Due to volume of questions, responses will be posted by January 11, 2016.
63	Same as above	Same as above	Same as above	Same as above	Are any of the tools listed scheduled for upgrades in the next 6 months?	Due to volume of questions, responses will be posted by January 11, 2016.
64	Same as above	Same as above	Same as above	Same as above	Are any of the tools listed scheduled for upgrades in the next 18 months?	Due to volume of questions, responses will be posted by January 11, 2016.
65	Same as above	Same as above	Same as above	Same as above	Are any of the same instances of the tools listed used for other solutions outside of ASSIST?	Due to volume of questions, responses will be posted by January 11, 2016.
66	Same as above	Same as above	Same as above	Same as above	Can some examples of technical documentation be provided?	Due to volume of questions, responses will be posted by January 11, 2016.
67	Same as above	Same as above	Same as above	Same as above	Was the technical documentation approved by DHSS?	Due to volume of questions, responses will be posted by January 11, 2016.
68	Same as above	Same as above	Same as above	Same as above	Can some examples of functional documentation be provided?	Due to volume of questions, responses will be posted by January 11, 2016.
69	Same as above	Same as above	Same as above	Same as above	Was the functional documentation approved by DHSS?	Due to volume of questions, responses will be posted by January 11, 2016.
70	Same as above	Same as above	Same as above	Same as above	Are there any other components requiring any additional or unique skills not listed in the major ASSIST components in the Technology Stack Matrix?	Due to volume of questions, responses will be posted by January 11, 2016.
71	Section Number: 4.1 Staffing	Paragraph Number: 2	Page Number: 18	Text of Passage being questioned: "The IRM management and Vendor leadership will be structured with a mirror/partner design"	Question: Can an organization chart of the current IRM management structure be provided? Can an organization chart of the current state staff and current Contractor staff be provided/	Due to volume of questions, responses will be posted by January 11, 2016.
72	Section Number: 4.1	Paragraph Number: 7	Page Number: 19	Text of Passage being questioned: "An accountability RACI matrix shall be provided in the proposal...."	Question: Can we get a copy of a RACI matrix for the combined State and vendor assist team that will provide support from now until 6/30/2016	Due to volume of questions, responses will be posted by January 11, 2016.

73	Section Number: 4.1.1 On-Site Staffing requirement	Paragraph Number: 2	Page Number: 19	Text of Passage being questioned: Contractor will be responsible for all other office necessities including workstation and required software.	Question: Previously, on page 12, the RFP states: "The state will provide state issued PCs or laptops to the vendor support team, as well as provide desktop support for software installation, and support of the PC." These appear to be in conflict with each other. Please clarify – will the state provide laptops/PCs and associated software or does the vendor have to provide these items?	Due to volume of questions, responses will be posted by January 11, 2016.
74	Section Number: 4 Contractor Responsibilities/Project Requirements	Paragraph Number: 4.1.4 Project Manager Requirement	Page Number: 21	Text of Passage being questioned: The contractor project manager is normally on-site and manages the project from the contractor perspective and is the chief liaison for the State Project Director.	Question: Does this mean that the vendor Project Manager takes direction for the work to be scheduled from the State Project Director? Does the State Project Director determine priorities when there is a conflict in work scheduling?	Due to volume of questions, responses will be posted by January 11, 2016.
75	Section Number: 4 Contractor Responsibilities/Project Requirements	Paragraph Number: 4.1.5 Project Help Desk Staff Requirement	Page Number: 21	Text of Passage being questioned: Vendor Help Desk expertise is critical to the success of the system. Staff proposed for this function do not need to be dedicated exclusively to this role. They may serve a primary role in addition to providing Help Desk coverage.	Question: Does this mean that our team will provide the Help Desk staff or will the team only provide level 2 support when needed?	Due to volume of questions, responses will be posted by January 11, 2016.
76	Section Number: 4.4	Paragraph Number: 1	Page Number: 22	Text of Passage being questioned: 'The ASSIST system must remain fully compatible with the Department of Health and Social Services' technical environment.'	Are there any current known exceptions to or gray areas regarding State compliance standards within the ASSIST component systems or across State or other interfacing organizations	Due to volume of questions, responses will be posted by January 11, 2016.
77	Section Number: 4 Contractor Responsibilities/Project Requirements	Paragraph Number: 4.5 Performance Management & Capacity Management	Page Number: 24	Text of Passage being questioned: Performance and Capacity monitoring and planning are requirements of this contract. Monthly capacity and performance reports with respect to baseline are deliverables under this contract	Question: What performance and Capacity monitoring and planning are in place today?	Due to volume of questions, responses will be posted by January 11, 2016.
78	Same as above	Same as above	Same as above	Same as above	Question: What tools are used today for performance and capacity management?	Due to volume of questions, responses will be posted by January 11, 2016.
79	Same as above	Same as above	Same as above	Same as above	Question: What are the baselines in place today?	Due to volume of questions, responses will be posted by January 11, 2016.
80	Section Number: 4.5	Paragraph Number: 1	Page Number: 24	Text of Passage being questioned: "Continuous monitoring of performance of the ASSIST platform within DHSS and State technical environment with respect to baseline performance and projected capacity demand are critical functions...."	Can we get a copy of the critical performance metrics that have been reported over the past 3 months?	Due to volume of questions, responses will be posted by January 11, 2016.
81	Same as above	Same as above	Same as above	Same as above	Can we get a copy of the critical performance metrics that will be used from now until 6/30/2016?	Due to volume of questions, responses will be posted by January 11, 2016.
82	Section Number: 4.8	Paragraph Number: 1	Page Number: 24	Text of Passage being questioned: "Emphasis is on the limited availability of state staff for this engagement..."	Question: Can you please clarify if the limited availability applies to the 40 person state team described on page 11, or if it is a different set of resources?	Due to volume of questions, responses will be posted by January 11, 2016.
83	Section Number: 4.8.1	Paragraph Number: 1	Page Number: 25	Text of Passage being questioned: 'Prior to implementation, the vendor will produce an implementation plan document, sometimes called a playbook, to be reviewed by the State at a meeting prior to implementation.'	1. Is there a State playbook template to use for implementations?	Due to volume of questions, responses will be posted by January 11, 2016.
84	Same as above	Same as above	Same as above	Same as above	2. Is the ASSIST playbook available for review?	Due to volume of questions, responses will be posted by January 11, 2016.
85	Section Number: 4.8.3.1	Paragraph Number: 1	Page Number: 26	Text of Passage being questioned: 'The Contractor shall provide a high level Phase-In / Transition Plan at the Kick-off Meeting.'	Question: Is transition to commence on July 1 or is it to start earlier, e.g., in April, to target full implementation of support for July 1?	Due to volume of questions, responses will be posted by January 11, 2016.
86	Section Number: 4.8.3.1	Paragraph Number: 1	Page Number: 26	Text of Passage being questioned: "The Contractor shall provide a high level Phase-In / Transition Plan"	Question: Can you please provide an open items list or any other documentation that describes the list of activities that need to be completed before 6/30/2016 and before 9/30/2016?	Due to volume of questions, responses will be posted by January 11, 2016.
87	Section Number: 4.8.3.1	Paragraph Number: 4	Page Number: 26	Text of Passage being questioned: '(2) A milestone chart detailing the time lines and stages of transition from the effective date of contract performance until the new contractor assumes sole responsibility for the work.'	Question: What is the expected overlap period of the incumbent to the new vendor team?	Due to volume of questions, responses will be posted by January 11, 2016.
88	Section Number: 4.8.3.2	Paragraph Number: 2	Page Number: 28	Text of Passage being questioned: "Activities related to transition (should the transition be required) must be conducted over a period not to exceed six (6) months"	Question: Can you please clarify the availability of the incumbent during transition? Is it from 7/1/2016 to 9/30/2016 or 12/30/2016?	Due to volume of questions, responses will be posted by January 11, 2016.
89	Section: 4	Paragraph: 5 (Help Desk Liaison – Ticket Resolution)	Pages: 13 and 14		Can DHSS share the SLAs required to be adhered to when responding to incidents/issues from both 1) internal State of Delaware staff or 2) external application users. And from the # of tickets shared, could a breakdown of severity be provided?	Incident Response times SLAs will be defined based on Severity level as party of the Operational Incident Response framework consistent industry best practices. They are not available at the this time but will be published when available. A 6 (Six) Level Severity scale is anticipated with SLA Return to Service times ranging from 1 hr to 1 month.
90	Section: 4	Paragraph: 13	Page: 14		Can you provide a scope of the file/batch processing and transmissions which are required to be supported within this RFP? # of incoming vs outgoing transmissions? # of records within each of the files?	Due to volume of questions, responses will be posted by January 11, 2016.
91	Section: 4.1	Paragraph: 3	Page: 18	Text: The proposal should include named Vendor resources for all leadership and key technical positions and include a resume/cv for these individuals, and their on/off site work % allocations.	Instead of providing names, can we provide titles along with resumes/CVs minus the name of the person?	Preference will be given where named staff are proposed.

92	Main RFP, Section IV.D.7.K	n/a	19	"The Vendor will provide a warranty that the deliverables provided pursuant to the contract will function as designed for a period of no less than one (1) year from the date of system acceptance."	Given the M&O nature of the work, does the warranty apply to only system enhancements performed as deliverable based work? If not, would you please further clarify the warranty requirements?	Due to volume of questions, responses will be posted by January 11, 2016.
93	Attachment B, Section 1.2 Background and Purpose	2,4	1	"This RFP provides for the Maintenance and Operations support of the new ASSIST system and infrastructure. The intent is for work under this contract to commence July 01, 2016."	Can the State clarify who will be responsible for system Maintenance and Operations services on July 1, 2016?	The selected Vendor is responsible to commence on July 1, 2016 the "Transition-In" activities specified in section 4.8.3.1 and coordinate with current vendor who is responsible for "Transition Out" activities in section 4.8.3.2.
94	Attachment B, Section 7.5 DTI Requirements	n/a	39	<a href="http://iso.delaware.gov/document/Sample_Contract_RFP_Clauses.doc">http://iso.delaware.gov/document/Sample_Contract_RFP_Clauses.doc</a>	The hyperlink provided does not appear to work ("This page cannot be displayed")—would you please provide the corrected link?	Due to volume of questions, responses will be posted by January 11, 2016.
95	Attachment B, Appendix E, Section E.2 Operational Support Cost Schedule	n/a	58	General form	For planning and consistency purposes, should vendors include Transition In costs in Year 1 and Transition Out in Year 3?	Transition in costs should be included in year 1. A separate option should be included for transition out in the final year of the proposed engagement and renewal options.
96	Attachment B, Appendix E, Project Cost Forms	n/a	58	General form	Given the State did not provide a requested number of maintenance and software change hours, how will the State compare potentially wide variations of business proposals in terms of proposed hours and associated costs?	The Joint Vendor/State M&O team will be treated as having a fixed throughput capacity for maintenance/enhancements, driven by business prioritization. Should large requests come in that the capacity of the team cannot service in a timeframe to meet business needs, contract amendments may be created to expand the capacity of the team to accommodate those large items at the discretion of the the State.
97	Attachment B, Section 4.4.2.4		23	It shall be the duty of the Vendor to assure that all products of its effort do not cause, directly or indirectly, any unauthorized acquisition of data that compromises the security, confidentiality, or integrity of information maintained by the State of Delaware. Vendor's agreement shall not limit or modify liability for information security breaches, and Vendor shall indemnify and hold harmless the State, its agents and employees, from any and all liability, suits, actions or claims, together with all reasonable costs and expenses (including attorneys' fees) arising out of such breaches. In addition to all rights and remedies available to it in law or in equity, the State shall subtract from any payment made to Vendor all damages, costs and expenses caused by such information security breaches that have not been previously paid to Vendor.	We request the State revise the RFP to permit negotiation of the Cyber Security Liability provision in Attachment B, Section 4.4.2.4. In the event this term is not made negotiable, it will likely have the effect of limiting competition and increasing the State's cost. In the event the State allows bidders to take exception to this provision, bidders can offer up clarification and specify the damages and/or costs for which they would agree to be liable. The State would still be in position to consider and negotiate those exceptions, along with other T&C related exceptions, and determine if the proposed changes (as finally negotiated) are acceptable to the State.	Due to volume of questions, responses will be posted by January 11, 2016.